city of CINCINNATI
ENTERPRISE TECHNOLOGY SOLUTIONS

ETS partners w/ HR and Adopts-A-Class, 2013 - 2014

As one year winds down and another begins, we are sure to be in store for a great time and rewarding experience with a new endeavor. Adopt -A-Class, helps local companies establish mentoring relationships which provides positive role models and develops practical and social skills for area students.

ETS will be partnering with City HR to take some time and go the extra mile for area students in need of attention and fellowship. Stay tuned for ways you can participate and give to a great organization and awesome kiddos.

ETS hosts SBE Vendor Fair

ETS hosted an IT SBE (Small Business Enterprise) Networking Fair in June 2013 and the vendor attendance was outstanding!

There were many opportunities for SBEs to become informed and network with City of Cincinnati political figures , IT Managers, prime City of Cincinnati vendors, such as, Oracle, Motorola, DELL, Cincinnati Bell Technologies and many more.

The IT networking event was very successful and ETS staff looks forward to future opportunities to bring together SBEs and major IT vendors.

Youth 2 Work Internship Program @ ETS

ETS was pleased to host its first Annual Youth Internship opportunity. The professional internship was facilitated by ETS as participants in the City of Cincinnati's Youth 2 Work Program. The paid internships allowed local area youth to work in a professional technology environment with Information Technology officers, managers and computer analysts. The interns learned professional development and gained technical skills like end-user support, help-desk liaison and information security.

ETS Contact Center Stats

Here's an overview of ETS Contact Center activity year to date through October 2013.

Contact Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	AVG per Month
Telephone Calls	811	755	604	611	781	692	714	569	956	936	-	-	**7,429**	**743**
Emails	2888	2515	2932	2927	2809	2921	3318	2972	2607	3547	-	-	**29,436**	**2,944**
Logged ETS CC Database Requests	739	553	592	582	611	617	618	553	611	730	-	-	**6,206**	**621**
Phone Directory Change Requests	73	36	47	81	32	75	190	22	342	160	-	-	**1,058**	**106**

Service Request Type	YTD	%
Email	1432	23.07%
Telephone - Desk	999	16.10%
Telephone - Mobile	790	12.73%
Hardware and Software Purchases	740	11.92%
Radio Network	508	8.19%
PC Support, Hardware Repair (Printers, Scanners, etc), Training	326	5.25%
CHRIS	295	4.75%
Other	215	3.46%
EGov Web	210	3.38%
Citrix Remote Access	148	2.38%
Metropolitan Area Network	132	2.13%
Passwords Reset for all Systems	93	1.50%
CFS/VSS	87	1.40%
Fiber Network	76	1.22%
CLEAR	53	0.85%
IT security investigations	22	0.35%
Datacenter needs	19	0.31%
Application Development	14	0.23%
Contact Center	12	0.19%
Storage (SANS)	11	0.18%
Consultation Business Development	10	0.16%
CSR/Permits	9	0.15%
Providing Anti-Virus	5	0.08%
Providing Service Patches	0	0.00%
TOTAL	**6206**	**100%**

You can reach the ETS Contact Center by-
Phone: 352-HELP (4357)
Email: etscontactcenter@cincinnati-oh.gov
Web Form: IT Service Request

Contact Center team performs the following functions:
- City-wide IT Help Desk for enterprise systems
- Mobile technology support
- Telephone network administration
- ETS data center operations
- Telecom billing administration

ETS Contact Center team members:
- Perry Miler
- Tammy Sexton
- Pam Smith
- Tom Lyons

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Mobile App News

PowerLine for Android

Smart line-indicators in your status bar. Battery, CPU, memory, signal, storage, SMS, missed calls and more... Better than a widget! Always visible, even on the lock screen. FREE version with two indicators, more indicators with the Unlock.

GoBank for Android

GoBank is an award-winning new bank account, made to be used on a mobile phone. Big banks often come with big fees and big headaches. That's why it's about time for GoBank—it's fast (works like your other favorite apps), fair (no overdraft or penalty fees) and feature-rich.

Cards for Apple

Create and mail beautiful cards personalized with your own text and photos from your iPhone. Just take a quick snapshot, and with a few taps and swipes, an elegant letterpress card is on its way to any address in the world.

HotSchedules for Apple

The HotSchedules mobile application is a powerful, fast and intuitive tool that gives current HotSchedules users the ability to manage their work schedules right from an iPhone. With this fast and secure application, HotSchedules users can conveniently check schedules, release or swap current shifts, pick up available shifts and input upcoming schedule requests.

Kudos Corner ☺

Public Tech Institute:
"Congratulations! Your entry for the 2013 Technology Solutions Awards, County Wide Construction Coordination system (CWCC), has been selected as a winning entry. CAGIS Firebird - An Integrated Mobile Decision Support Application for Emergency Services was also selected for its significant achievement."

ETS:
"Please join me in congratulating CAGIS on these two significant achievements and award winning projects from the Public Technology Institute (PTI) Congrats to the team!!!!"

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